

Enterprise Incident Report December 2012

As of 1/2/2013

Heritage and Arts

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Heritage and Arts	Application Services	Danielle Hood	0 0	5 0	5 0
		Martin Gonzalez	0 0	2 2	2 2
		Assigned to Individual Total	0 0	7 2	7 2
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Kraig Ellis	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
	Help Desk	Brenda Treadway	0 0	2 2	2 2
		James Stearns	0 0	2 2	2 2
		Julie VanBeekum	0 0	1 1	1 1
		Vicky Marrelli	0 0	4 4	4 4

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			High	Low	FCR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	0	9	9
			0	9	9
	Metro A Desktop Support	Adam Staks	1	5	6
			0	1	1
		Austin Schultz	0	1	1
			0	0	0
		Eric A Sedgwick	0	1	1
			0	0	0
		Michael Barth	0	2	2
			0	0	0
		Assigned to Individual Total	1	9	10
			0	1	1
	Metro A Help Desk	Ed Conrad	0	5	5
			0	3	3
		Edward Fortner	0	11	11
			0	11	11
		Liz Evans	0	3	3
			0	1	1
		Assigned to Individual Total	0	19	19
			0	15	15
	Metro A Hosting	Tom Carney	0	2	2
			0	0	0
		Assigned to Individual Total	0	2	2
			0	0	0
	Metro B Desktop Support	Cindy Reed	0	2	2
			0	0	0
		Mike Wilde	0	2	2
			0	0	0

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Heritage and Arts

			High	Low	FCR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	0 0	2 0	2 0
		Sean Chadbourne	0 0	2 1	2 1
		Assigned to Individual Total	0 0	8 1	8 1
	Rural South Desktop Support	Ryan Bennett	0 0	1 1	1 1
		Silas Aitchison	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 2	2 2
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice/Data/WAN Services	T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	63 32	64 32
Customer Company Total			1 0	63 32	64 32

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Heritage and Arts

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Heritage and Arts	Application Services	Danielle Hood	0	5	5
			0	1	1
		Martin Gonzalez	0	2	2
			0	2	2
		Assigned to Individual Total	0	7	7
			0	3	3
	Campus Networking	Jordy Davis	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Capitol Desktop Support	Kraig Ellis	0	3	3
			0	0	0
		Assigned to Individual Total	0	3	3
			0	0	0
	Help Desk	Brenda Treadway	0	2	2
			0	0	0
		James Stearns	0	2	2
			0	0	0
		Julie VanBeekum	0	1	1
			0	0	0
		Vicky Marrelli	0	4	4
			0	0	0

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			High	Low	MIR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	0	9	9
			0	0	0
	Metro A Desktop Support	Adam Staks	1	5	6
			0	0	0
		Austin Schultz	0	1	1
			0	0	0
		Eric A Sedgwick	0	1	1
			0	0	0
		Michael Barth	0	2	2
			0	1	1
		Assigned to Individual Total	1	9	10
			0	1	1
	Metro A Help Desk	Ed Conrad	0	5	5
			0	0	0
		Edward Fortner	0	11	11
			0	0	0
	Metro A Help Desk	Liz Evans	0	3	3
			0	0	0
		Assigned to Individual Total	0	19	19
			0	0	0
	Metro A Hosting	Tom Carney	0	2	2
			0	0	0
	Metro A Hosting	Assigned to Individual Total	0	2	2
			0	0	0
	Metro B Desktop Support	Cindy Reed	0	2	2
			0	0	0
	Metro B Desktop Support	Mike Wilde	0	2	2
			0	0	0

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Heritage and Arts

			High	Low	MIR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	0 0	2 0	2 0
		Sean Chadbourne	0 0	2 0	2 0
		Assigned to Individual Total	0 0	8 0	8 0
	Rural South Desktop Support	Ryan Bennett	0 0	1 0	1 0
		Silas Aitchison	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	T Artis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Assigned Group Total		1 0	63 5	64 5
	Customer Company Total			1 0	63 5

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Heritage and Arts

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Heritage and Arts	Application Services	Danielle Hood	0 0.00	5 0.93	5 0.93
		Martin Gonzalez	0 0.00	2 75.57	2 75.57
		Assigned to Individual Total	0 0.00	7 22.25	7 22.25
	Campus Networking	Jordy Davis	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	1 0.08
	Capitol Desktop Support	Kraig Ellis	0 0.00	3 0.51	3 0.51
		Assigned to Individual Total	0 0.00	3 0.51	3 0.51
	Help Desk	Brenda Treadway	0 0.00	2 0.24	2 0.24
		James Stearns	0 0.00	2 0.35	2 0.35
		Julie VanBeekum	0 0.00	1 0.00	1 0.00

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Heritage and Arts

			High	Low	ATTIR Total
Heritage and Arts	Help Desk	Vicky Marrelli	0 0.00	4 0.00	4 0.00
		Assigned to Individual Total	0 0.00	9 0.13	9 0.13
	Metro A Desktop Support	Adam Staks	1 0.15	5 0.28	6 0.26
		Austin Schultz	0 0.00	1 0.10	1 0.10
		Eric A Sedgwick	0 0.00	1 0.14	1 0.14
		Michael Barth	0 0.00	2 1.32	2 1.32
		Assigned to Individual Total	1 0.15	9 0.48	10 0.44
	Metro A Help Desk	Ed Conrad	0 0.00	5 0.14	5 0.14
		Edward Fortner	0 0.00	11 0.04	11 0.04
		Liz Evans	0 0.00	3 0.07	3 0.07
		Assigned to Individual Total	0 0.00	19 0.07	19 0.07
	Metro A Hosting	Tom Carney	0 0.00	2 0.16	2 0.16
		Assigned to Individual Total	0 0.00	2 0.16	2 0.16
	Metro B Desktop Support	Cindy Reed	0 0.00	2 0.36	2 0.36

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Heritage and Arts

			High	Low	ATTIR Total
Heritage and Arts	Metro B Desktop Support	Mike Wilde	0 0.00	2 0.08	2 0.08
		Peter Musser	0 0.00	2 0.27	2 0.27
		Sean Chadbourne	0 0.00	2 0.30	2 0.30
		Assigned to Individual Total	0 0.00	8 0.25	8 0.25
	Rural South Desktop Support	Ryan Bennett	0 0.00	1 0.00	1 0.00
		Silas Aitchison	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.06	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	1 0.06
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.17	1 0.17
		Assigned to Individual Total	0 0.00	1 0.17	1 0.17
	Voice/Data/WAN Services	T Artis	0 0.00	1 2.61	1 2.61
		Assigned to Individual Total	0 0.00	1 2.61	1 2.61
	Assigned Group Total		1 0.15	63 2.69	64 2.65

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Heritage and Arts

	High	Low	ATTIR Total
Customer Company Total	1 0.15	63 2.69	64 2.65

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Heritage and Arts

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Heritage and Arts	Application Services	Danielle Hood	0 0	5 2	5 2
		Martin Gonzalez	0 0	2 1	2 1
		Assigned to Individual Total	0 0	7 3	7 3
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Kraig Ellis	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
	Help Desk	Brenda Treadway	0 0	2 0	2 0
		James Stearns	0 0	2 1	2 1
		Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	4 0	4 0

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Heritage and Arts

			High	Low	MR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	0	9	9
			0	1	1
	Metro A Desktop Support	Adam Staks	1	5	6
			0	0	0
		Austin Schultz	0	1	1
			0	0	0
		Eric A Sedgwick	0	1	1
			0	0	0
		Michael Barth	0	2	2
			0	0	0
		Assigned to Individual Total	1	9	10
			0	0	0
	Metro A Help Desk	Ed Conrad	0	5	5
			0	0	0
		Edward Fortner	0	11	11
			0	0	0
	Metro A Hosting	Liz Evans	0	3	3
			0	0	0
		Assigned to Individual Total	0	19	19
			0	0	0
	Metro B Desktop Support	Tom Carney	0	2	2
			0	0	0
		Assigned to Individual Total	0	2	2
			0	0	0
	Metro B Desktop Support	Cindy Reed	0	2	2
			0	0	0
		Mike Wilde	0	2	2
			0	0	0

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			High	Low	MR Total
Heritage and Arts	Metro B Desktop Support	Peter Musser	0 0	2 0	2 0
		Sean Chadbourne	0 0	2 0	2 0
		Assigned to Individual Total	0 0	8 0	8 0
	Rural South Desktop Support	Ryan Bennett	0 0	1 0	1 0
		Silas Aitchison	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
Assigned Group Total			1 0	63 5	64 5
Customer Company Total			1 0	63 5	64 5

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Heritage and Arts

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Heritage and Arts	Application Services	Danielle Hood	0 0.00	5 21.60	5 21.60
		Martin Gonzalez	0 0.00	2 75.65	2 75.65
		Assigned to Individual Total	0 0.00	7 37.04	7 37.04
	Campus Networking	Jordy Davis	0 0.00	1 0.98	1 0.98
		Assigned to Individual Total	0 0.00	1 0.98	1 0.98
	Capitol Desktop Support	Kraig Ellis	0 0.00	3 1.11	3 1.11
		Assigned to Individual Total	0 0.00	3 1.11	3 1.11
	Help Desk	Brenda Treadway	0 0.00	2 0.24	2 0.24
		James Stearns	0 0.00	2 48.60	2 48.60
		Julie VanBeekum	0 0.00	1 0.00	1 0.00

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			High	Low	ATTR Total
Heritage and Arts	Help Desk	Vicky Marrelli	0 0.00	4 0.00	4 0.00
		Assigned to Individual Total	0 0.00	9 10.85	9 10.85
	Metro A Desktop Support	Adam Staks	1 0.15	5 0.39	6 0.35
		Austin Schultz	0 0.00	1 0.10	1 0.10
		Eric A Sedgwick	0 0.00	1 0.14	1 0.14
		Michael Barth	0 0.00	2 1.32	2 1.32
		Assigned to Individual Total	1 0.15	9 0.54	10 0.50
	Metro A Help Desk	Ed Conrad	0 0.00	5 1.08	5 1.08
		Edward Fortner	0 0.00	11 0.13	11 0.13
		Liz Evans	0 0.00	3 0.13	3 0.13
		Assigned to Individual Total	0 0.00	19 0.43	19 0.43
	Metro A Hosting	Tom Carney	0 0.00	2 0.41	2 0.41
		Assigned to Individual Total	0 0.00	2 0.41	2 0.41
	Metro B Desktop Support	Cindy Reed	0 0.00	2 0.52	2 0.52

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			High	Low	ATTR Total
Heritage and Arts	Metro B Desktop Support	Mike Wilde	0 0.00	2 0.38	2 0.38
		Peter Musser	0 0.00	2 0.37	2 0.37
		Sean Chadbourne	0 0.00	2 0.50	2 0.50
		Assigned to Individual Total	0 0.00	8 0.44	8 0.44
	Rural South Desktop Support	Ryan Bennett	0 0.00	1 0.00	1 0.00
		Silas Aitchison	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 6.76	1 6.76
		Assigned to Individual Total	0 0.00	1 6.76	1 6.76
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.84	1 0.84
		Assigned to Individual Total	0 0.00	1 0.84	1 0.84
	Voice/Data/WAN Services	T Artis	0 0.00	1 2.61	1 2.61
		Assigned to Individual Total	0 0.00	1 2.61	1 2.61
Assigned Group Total			1 0.15	63 6.46	64 6.36

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Heritage and Arts

	High	Low	ATTR Total
Customer Company Total	1 0.15	63 6.46	64 6.36

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Heritage and Arts

Detail

INC000000607192	Julie A Anderson	Application	Error	Gmail		TIR Missed: Yes	149.86
	Application Services	Martin Gonzalez	Heritage and Arts	Low	Closed	TTR Missed: Yes	149.90
INC000000609774	Claudia Borjas	Network	Error	Gmail		TIR Missed: No	0.06
	Technical Lead/Project Manager	Martin Gonzalez	Heritage and Arts	Low	Closed	TTR Missed: Yes	6.76
INC000000610665	Sarah Pitkin	PC/Laptop	Hardware	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Heritage and Arts	Low	Closed	TTR Missed: No	0.21
INC000000614738	Tracy Healey	None	None	Gmail		TIR Missed: No	0.13
	Application Services	Danielle Hood	Heritage and Arts	Low	Closed	TTR Missed: Yes	47.02
INC000000615176	Lisa F Nelson	None	None	None		TIR Missed: No	0.53
	Metro B Desktop Support	Peter Musser	Heritage and Arts	Low	Closed	TTR Missed: No	0.54
INC000000615459	Maryellen Martinez	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Heritage and Arts	Low	Closed	TTR Missed: Yes	55.94
INC000000615930	Lisa F Nelson	Server	None	None		TIR Missed: No	0.27
	Metro A Hosting	Tom Carney	Heritage and Arts	Low	Closed	TTR Missed: No	0.47
INC000000617653	Jean Irwin	Application	Error	PDF Complete		TIR Missed: No	0.28
	Metro A Desktop Support	Adam Staks	Heritage and Arts	Low	Closed	TTR Missed: No	0.46
INC000000617939	Doug Misner	None	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Adam Staks	Heritage and Arts	Low	Closed	TTR Missed: No	0.29
INC000000618398	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000618625	Alycia Aldrich	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.15
INC000000618714	Claudia Nakano	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Adam Staks	Heritage and Arts	High	Closed	TTR Missed: No	0.15
INC000000618877	Julie A Anderson	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.32
INC000000618953	Juan Lee	None	None	None		TIR Missed: No	0.73
	Metro B Desktop Support	Cindy Reed	Heritage and Arts	Low	Closed	TTR Missed: No	0.86
INC000000619055	Michael Sweeney	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Heritage and Arts	Low	Closed	TTR Missed: No	0.38
INC000000619323	Lisa Buckmiller	Network	Error	None		TIR Missed: No	0.19
	Metro A Desktop Support	Adam Staks	Heritage and Arts	Low	Closed	TTR Missed: No	0.19

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INC000000619354	Jean Irwin	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.48
Help Desk	Brenda Treadway	Heritage and Arts	Low	Closed	TTR Missed: No	0.48
INC000000619442	Leah Piccolo	PC/Laptop	Hardware	None	TIR Missed: No	0.43
Capitol Desktop Support	Kraig Ellis	Heritage and Arts	Low	Closed	TTR Missed: No	0.54
INC000000619479	Elizabeth D Brown	Application	None	Novell eDirectory	TIR Missed: No	0.06
Metro A Desktop Support	Adam Staks	Heritage and Arts	Low	Closed	TTR Missed: No	0.06
INC000000619595	April DeGross	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Silas Aitchison	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000619744	Darci Card	None	None	Gmail	TIR Missed: No	0.49
Application Services	Danielle Hood	Heritage and Arts	Low	Closed	TTR Missed: No	0.52
INC000000619775	Cheryl Mansen	None	None	None	TIR Missed: No	0.59
Metro B Desktop Support	Sean Chadbourne	Heritage and Arts	Low	Closed	TTR Missed: No	0.61
INC000000619806	Debbie Dahl	None	None	None	TIR Missed: No	0.05
Metro A Hosting	Tom Carney	Heritage and Arts	Low	Closed	TTR Missed: No	0.36
INC000000619877	Debbie Reese	Network	None	None	TIR Missed: No	0.59
Capitol Desktop Support	Kraig Ellis	Heritage and Arts	Low	Closed	TTR Missed: No	1.39
INC000000620216	Jean Irwin	Network	Error	None	TIR Missed: No	0.29
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.29
INC000000620361	Justin Howland	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	1.35
INC000000620365	Jean Irwin	Application	None	Employee Gateway	TIR Missed: Yes	1.81
Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	1.81
INC000000620548	Kristen Rogers-Iversen	Telecom	Voice Mail	Telephone	TIR Missed: No	0.17
Voice Operations	Romanza Hamblin Sorensen	Heritage and Arts	Low	Closed	TTR Missed: No	0.84
INC000000620727	Leah Piccolo	PC/Laptop	Error	None	TIR Missed: No	0.50
Capitol Desktop Support	Kraig Ellis	Heritage and Arts	Low	Closed	TTR Missed: No	1.39
INC000000621540	Joe Nance	Application	None	Gmail	TIR Missed: No	0.71
Help Desk	James Stearns	Heritage and Arts	Low	Resolved	TTR Missed: Yes	97.19
INC000000622205	Deb A Miller	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000622491	Kathy Kirtz	None	None	None	TIR Missed: No	0.08
Campus Networking	Jordy Davis	Heritage and Arts	Low	Closed	TTR Missed: No	0.98
INC000000622981	Katie Woslager	Application	Error	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.00

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INC000000623288	Kent Powell	Application	Error	None		TIR Missed: No	0.83
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.83
INC000000623571	Ronald Van Harten	Network	None	Novell ConsoleOne		TIR Missed: No	0.71
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	2.69
INC000000623850	Ray Matthews	None	None	None		TIR Missed: Yes	3.57
	Application Services	Danielle Hood	Heritage and Arts	Low	Closed	TTR Missed: No	3.57
INC000000624109	Arie Leeflang	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000624174	Maryellen Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000624423	Faun Jackson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000624643	Scott Brooks	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Heritage and Arts	Low	Closed	TTR Missed: No	0.18
INC000000624649	Lynette Lloyd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000624684	Joe Nance	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.22
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.23
INC000000624797	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000625017	Linda Roholt	None	None	None		TIR Missed: No	0.45
	Application Services	Danielle Hood	Heritage and Arts	Low	Closed	TTR Missed: No	0.95
INC000000625089	Heidi Orchard	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Austin Schultz	Heritage and Arts	Low	Closed	TTR Missed: No	0.10
INC000000625352	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000625406	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000625442	Kathy Kirtz	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Eric A Sedgwick	Heritage and Arts	Low	Closed	TTR Missed: No	0.14
INC000000626385	Kathy Kirtz	Network	None	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	1.07
INC000000626487	Kathy Kirtz	Telecom	Hardware	Telephone		TIR Missed: Yes	2.61
	Voice/Data/WAN Services	T Artis	Heritage and Arts	Low	Resolved	TTR Missed: No	2.61

Enterprise Incident Report December 2012

As of 1/2/2013

Heritage and Arts

INC000000626947	Katie Barlow	Application	Error	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000626981	Katie Barlow	Wireless Connectivity	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000627240	Carolyn Sweeney	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Mike Wilde	Heritage and Arts	Low	Resolved	TTR Missed: No	0.61	
INC000000627249	Kathy Kirtz	Application	None	Gmail		TIR Missed: Yes	1.27
Application Services	Martin Gonzalez	Heritage and Arts	Low	Resolved	TTR Missed: No	1.40	
INC000000627628	Paula Stuart	None	None	None		TIR Missed: No	0.15
Metro B Desktop Support	Mike Wilde	Heritage and Arts	Low	Resolved	TTR Missed: No	0.15	
INC000000627684	Christopher Merritt	Application	None	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000627848	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.58	
INC000000627860	Kathy Kirtz	None	None	None		TIR Missed: No	0.15
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.15	
INC000000628612	Juan Lee	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000628969	Vince Silas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000629113	Vince Silas	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No		
INC000000629359	Katie Barlow	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000629601	Taliah Erickson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00	
INC000000629903	Elizabeth D Brown	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.58
Metro A Desktop Support	Adam Staks	Heritage and Arts	Low	Resolved	TTR Missed: No	0.96	